

RICHMOND POLICE DEPARTMENT



11-7

CRITICAL INCIDENT STRESS MANAGEMENT TEAM (CISM) OPERATING MANUAL

Chief of Police or Designee

8/28/2008

Table of Contents

I. Purpose.....	3
II. Policy.....	3
III. Role.....	3
IV. Procedure.....	3
V. Personnel and Selection.....	
VI. Training.....	4

PURPOSE

The purpose of this directive is to establish a Critical Incident Stress Management Team, to identify its objectives and to provide general guidelines for its operation, selection of personnel for assignment, training, administration, and confidentiality.

The Richmond Police Department's most valuable resource is its employees. The Peer Support Program's goal is to assist peers with stresses caused by professional and/or personal events and help them continue to be a productive member of the Richmond Police Department.

POLICY

It is the policy of the Richmond Police Department to maintain a Critical Incident Stress Management Program consisting of specially trained peer supporters, and professional mental health providers to give all Police Department members the opportunity to receive tangible peer support through times of personal or professional crisis and/or help anticipate and address potential problems.

ROLE

1. The CISM Program is not an alternative to discipline. PSM shall not intervene in the disciplinary process, even at a member's request.
2. PSM shall utilize the Department's Mental Health Professionals for consultation.
3. PSM should be aware of their own personal limitations and should seek advice and counsel, when determining when to disqualify themselves from working with individuals who have problems for which they have not been trained or for problems which they may have strong personal beliefs.
4. Within the limits of confidentiality, Peer Support Members will not be asked to give information about members they support. The only information that management may inquire about regarding peer support cases, is the anonymous statistical information regarding the utilization of a Peer Support Team.

PROCEDURE

A. Supervisors:

1. Any supervisor may notify the Peer Support Team Members of an incident and provide them information about the incident and the employees involved.
2. The CISM Team will be activated when the following types of stressful incidents occur or as needed:
 - (1) All police shootings.

- (2) Death or serious injuries to a Richmond Police Department employee or an employee's immediate family.
 - (3) Other incidents as determined by the Chief of Police, supervisor, or peer support team member.
 3. Supervisors shall contact DEC in instances when the CISM Team is needed. DEC will maintain a listing of the On-Call CISM Team members.
 4. Supervisors shall forward a memorandum to the Chief of Police or designee listing the CISM Team members.
- B. Employees:
 1. Employees experiencing stress may initiate contact with a Peer Support Team member at any time.
 2. Employees can make confidential referrals for other employees.
- C. Peer Support Team Members:
 1. The Peer Support Team, when notified, will respond to the Division or Precinct to provide support and conduct a defusing and or debriefing for affected personnel.
 - a) The Peer Support Team will follow-up with all employees involved in a defusing or debriefing, following a critical incident, within 30 days to insure that any prolonged or delayed difficulties are addressed and to initiate referral, if necessary.
 - b) The Peer Support Team will consult with a Mental Health Professional/Clinician when necessary, and will refrain from giving advice, which is outside of their training.
 - c) Peer Support Members will also provide resource information for family members of any affected personnel.

ADMINISTRATIVE REPORTING

The Peer Support Team will maintain a confidential record of types of incidents and number of defusing and debriefings that are conducted. All members of the Peer Support Team are required to sign and complete all confidentiality forms. An annual summary will be submitted to the Chief of Police providing only the types of incidents and the number of defusing and debriefings; names will not be included.

PERSONNEL AND SELECTION

1. Peer Support Members (PSM) shall be chosen from volunteers who have received recommendations from their supervisors and/or peers. Considerations for the selection of the Peer Support Team include previous education and training in the area of critical incident

stress management, mental health; conflict resolution; resolved traumatic experiences and understanding of character traits.

2. CISM Team applications should be submitted to the team coordinator.
3. The CISM Team Coordinator along with two team members will review all applications.
4. A CISM Team review panel, consisting of the coordinator and two team members will make final selections for PSM.

TRAINING

Relevant introductory and continuing training for a PSM shall include the following:

- Confidentiality Issues
- Communication Facilitation and Listening Skills
- Ethical Issues
- Problem Assessment
- Conflict Resolution/Problem Solving Skills
- Alcohol and Substance Abuse
- Cross-Cultural Issues
- Medical Conditions often Confused with Psychiatric Disorders
- Stress Management
- AIDS Information
- Suicide Assessment
- Depression and Burn-out
- Grief Management
- Domestic Violence
- Crisis Management
- Nonverbal-Communication
- When to Seek Mental Health Consultation and Referral
- Traumatic Intervention
- Limits and Liability